The Impact of Job Satisfaction and Organizational Justice on Organizational Misbehavior: The Mediating Role of Organizational Commitment

萧美蘭、吳孟玲
E-mail: 9403227@mail.dyu.edu.tw

ABSTRACT

Recent years, several companies have encountered great losses or bankruptcy due to the misbehavior of employees. Gradually, firms become aware of the negative impact of misbehavior on organization. However, with the asymmetry in organization behavior, academy still lacks of understanding on organizational misbehavior which is worthwhile for analysis and probe. Therefore, this research focused on organizational misbehavior and anticipated to reduce the occurrence of organizational misbehavior. Previous researches found that job satisfaction, organizational justice, and organizational commitment have critical impact on organizational behavior. This study proposes job satisfaction and organizational justice as the independent variables and organizational commitment as the mediator variable to influence the extent of organizational misbehavior. By way of survey approach, 1080 questionnaires were sent out and 856 valid response were received, which accounts for 79.26% of valid rate of return. By hierarchical regression analysis, the result shows: 1. Effort commitment and staying-job commitment have partial mediator effect on the external satisfaction and inactive behavior, and full mediator effect on internal satisfaction and inactive behavior. 2. Effort commitment has partial mediator effect on external satisfaction, internal satisfaction and crooked behavior about obtain benefit. 3. Effort commitment and staying-job commitment serve as the partial mediators between external satisfaction and harmful behavior and the full mediators between internal atisfaction and harmful behavior. 4. Effort commitment and staying-job commitment serve as the full mediators between procedure justice and inactive behavior. 5. Value commitment, effort commitment and keeping-job commitment serve as the full mediators between procedure justice and crooked behavior about obtain benefit. 6. Without the mediator effect, organizational commitment and procedure justice can't predict harmful behavior.

Keywords : Organizational Misbehavior ; Job Satisfaction ; Organizational Justice ; Organizational Commitment

Table of Contents

第一章 緒論 1
第二章 文獻探討 3
 2.1 組織不當行為 3
 2.2 工作滿足感 7
 2.3 組織公正 8
 2.4 組織承諾 12
 2.5 工作滿足感、組織承諾與組織不當行為之關係 14
 2.5.1 工作滿足感與組織不當行為 14
 2.5.2 工作滿足感與組織承諾 14
 2.6 組織公正、組織承諾與組織不當行為之關係 16
 2.6.1 組織公正與組織不當行為 16
 2.6.2 組織公正與組織承諾 17
第三章 研究設計 18
 3.1 研究架構 18
 3.2 研究對象 19
 3.3 操作性定義 20
 3.3.1 組織不當行為 20
 3.3.2 工作滿足 20
 3.3.3 組織公正 21
 3.3.4 組織承諾 21
 3.3.5 個人背景變項資料 22
 3.4 資料分析方法 22
 3.4.1 信效度分析 22
 3.4.2 迴歸分析 23
 3.4.3 階層分析法 25
 3.4.4 中介變項 25
第四章 研究結果 26
 4.1 工作滿足感、組織承諾與組織不當行為之關係 26
 4.1.1 工作滿足與組織承諾 26
 4.1.2 組織承諾與組織不當行為之關係 28
 4.1.3 組織承諾對工作滿足與組織不當行為之間的中介效果 30
 4.2 組織公正、組織承諾與組織不當行為之關係 38
 4.2.1 組織公正與組織承諾 38
 4.2.2 組織承諾對組織公正與組織不當行為之間的中介效果 40
第五章 結論與建議 45
 5.1 結論 45
 5.2 管理意涵 47
 5.3 研究建議 48
 5.4 研究限制 49

REFERENCES

一、中文部分
1. 江達隆, 2004。工作滿足感、組織承諾與個人-組織契合度對組織不當行為之影響研究, 大葉大學國際企業學系碩士班未出版碩士論文。
2. 李慕華譯(民99)。反思教學-成為一位探究的教育者。台北: 心理。
3. 吳華春, 2003。由正義知覺與關係品質的觀點探討領導者權力對員工工作投入影響之實證研究, 國防管理學院資源管理研究所未出版碩士論文。
4. 吳振昌, 2001。預期組織變革不確定感對部屬工作反應影響之實證研究, 國防大學國防管理學院資源管理研究所未出版碩士論文。
5. 邱皓政, 2002。量化研究與統計分析: SPSS中文視窗版資料分析範例解析, 五南書局。
6. 蘇麗蓉, 2002。組織公平與組織承諾之影響。志理, 2002年1月18日, 25(1), 1-4。
7. 吳華春, 2002。由正義知覺與關係品質的觀點探討領導者權力對員工工作投入影響之實證研究, 國防管理學院資源管理研究所未出版碩士論文。
8. 林鉦棽, 1996。組織公正、信任、組織公民行為之研究: 社會交換理論, 管理學報, 13(3): 391-415。
9. 林鉦棽, 2003。以組織承諾及工作滿足為實徵切入分析組織公民行為與員工考績之結構模式比較, 人力資源管理學報季刊, 第三卷 第二期, pp. 93-113。
10. 郭加美, 2004。組織成員正義知覺、組織承諾與組織公民行為之研究, 國際大學政治管理研究所未出版碩士論文。

Macmillan

O'Reilly, C.A. III, & Chatman, J. (1986). Organizational commitment and psychological attachment: The effects of

Koslowsky, Shmuel Stashevsky, and Abraham Sagie (Eds.) Misbehavior and Dysfunctional Attitudes in Organizations. Palgrave /


Behavior: Sorting The Effects of Job Satisfaction, Organizational Commitment, and Procedural Justice," Employee Responsibilities


and Continuance Commitment: an the 'Right Kind' of Commitment be Managed?" Journal of Management Studies, Vol.


